

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

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www.psc.sc.gov

Complaint F

Date: 11/3/2011

Complainant or Legal Representative Information:

* Required Fields

Name * Gwen Winter Neighbors

Firm (if applicable)

Mailing Address * 26 Charterhouse Avenue

City, State Zip * Piedmont SC 29673

Phone * 864 845 3166

E-mail * gwen.neighbors@gmail.com

Name of Utility Involved in Complaint: * DEC, LLC

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input checked="" type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input checked="" type="checkbox"/> Other (be specific) Misuse of power in regulatory processing. Failure to stop unfair fees, and derelict of duty. | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of

ORS Contact: I could not understand the person's name

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

I reside at this address since March, 15, 1977. During the construction of my single family home was approved: marked as all electric. Over the years I have watch my power bill increase and continue to increase. I have replaced and updated my electric heating and my wall units. I have during this same time, updated both bathrooms and electric use in that area. I replaced my cooling unit, with energy efficiency unit this past year. I replaced all major sources that use power. My new washer and dryer are also energy efficiency rated. I am happy with my choice of electrical units. In 99% of the time only two persons reside in this single family home. I have been diligent to plugged additional units with care and prudence. I updated my insulation of the home, and replaced all the windows with high ratings. My spouse and I are occupants of this home.

My home has been owned and occupied by us, all tax paid by yours truly, all utilities 99% of the time, on time. That said, my issue is with the unreasonable increase in my electric bill during the months of November, December and January. I believe these excessive charges have been ongoing with outrageous costs especially the last 10 years. We have been gainfully employed and was able to pay. Now, with increase in health costs, food costs, gasoline costs any increase in this cost would destroy our ability to pay. I can not find a job suitable for my services. The SCRS just withdrew any hope of a cost of living increase, if DEC increased our fees, We are doomed to suffer in all winter months. We are subject to hyperthermia at our age.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I am asking for relief from the high costs during these months. I continually unplug all my appliance when not using except the refrigerator. That appliance blew a fuse from a power surge, and cost \$339 to replace the \$1.00 car like fuse. I purchased a LG refrigerator in 2008. I am super sensitive to cold air and my hearing is impaired. I use medication for this chronic health issue. As Docket 2011-271E explained 3 minutes to state a concern is fine, but not being able to pose questions to others is a gag, since an attorney has to be hired to take care of any concern. We lack funds: \$1,000 plus money to pay. Therefore, this is the same as a gag in one's mouth. I do not respect the PSC for allowing the Giant Duke Power Co., DEC LLC now to continue to disobey regulatory laws, which PSC this past month issued a fined \$425.000 2004 to 2008. I see these high fees, taking our hope and the future of any (jobs) Corporation moving to SC. WE want cash back or electric credit for the loss for all of us, with interest. A continued report of abuse from 2008 to now filed and decided, should continue. Here, clearly the customer paid high fees, the customers should be compensated when DEC LLC pays the fine.

Further, PSC should continue to investigate DEC LLC, and customers that pay fees have standing, and should get the proceeds, not PSC. The return would be small for so many of the Upstate, but the reward would result in respect for PSC. I am humiliated and hurt to see all the community, both rural and Upstate having their Christmas mornings with an empty stocking, except for the coal left there by PSC oversight and DEC LLC. If you don't solve this injustice, the weight of the problem should be born by your omission. The name: should be Public Service Omission. When you allow continued violation and collection of excessive and illegal fees, even after this discovery your group bears the burden of an ugly misuse of power. I am under conviction that if I don't

Speak on behalf of my neighbors, then I don't deserve my last name. We/ the people in this ugly situation, respectfully submit and demand PSC visit the 3rd party collectors where we are charged additional fees to pay power bills. Visit, Clinkscales Drug Store, Belton, SC on a winter's evening at the end of the month and see what unregulated fees is doing to the people. It will make you weep for the citizens of S. C. You don't have the right to bring this injustice on our citizens. I hold your group PSC personally responsible for the excessive fees that continue to run unabated in SC. Your team is a part of the reason Corporate companies and Mom and Pop business are closing their doors adding job loss not gains. Failure to do your job guarantees continued abuse by DEC, LLC. The enemy is at the gate. Change the circumstances or give up the keys. You have a duty to protect the people from unfair fees, otherwise PSC members need to resign.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF Greenville)

Internal Use Only

I, Gwen Winter Neighbors
Complainant's Name *verify that I have read my complaint filed on 11/3/2011
Date *and know the contents thereof, and that said contents are true. Gwen Winter Neighbors
Complainant's Signature *